

Office IT Infrastructure

The e-commerce retailer

Company T is a medium-sized e-commerce retailer that sells fashionable luxury goods to an international clientele.

Company T (311)

Executive summary



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During a cost cutting and refocusing exercise, their in-house IT expertise has shifted to streamlining, optimizing and marketing their online shop, while reducing the time required to setup and maintain security and regular business applications like desktop computers, email services, mobile phones and other IT required for normal day-to-day operations.

Solutions and value realized

1. Reliable business applications

Complete IT setup from leasing personal computers to cloud applications and video conferencing at a per-user price, scalable from month to month to suit business cycle and reduce risk exposure.

2. IT infrastructure security

Penta maintains the IT network security for all operations including the web shop, as well as regular security testing and auditing.

3. Issue escalation

Company T no longer needs to employ costly high level engineers with specializations in multiple disciplines as Penta is able to leverage economies of scale and provide the resources needed at a moment's notice.

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Services provided



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Penta Business Cloud



Windows licensing



Dynamics NAV licensing - Integration and interface with shipping and logistics software



Fully managed by Penta



Standard support desk



24/7 monitoring, on-call and VIP service



5-year+, enterprise backup and restore



On-going auditor-ready, regulatory compliant reports



99.9% SLA

Monthly cost



Fixed, USD 4,000

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